



# Service Bulletin

File in Section: -

Bulletin No.: P11265

Date: June, 2014

## PRELIMINARY INFORMATION

**Subject:** Popping Noise Heard from Front End of Vehicle

**Models:** 2014 Chevrolet Silverado 1500  
2014 GMC Sierra 1500

### Condition/Concern

Some customers may comment on a popping noise heard from the front of the vehicle while steering left or right, specifically near the steering gears full left or full right steering position.

This condition may be caused by the steering gear shaft dampener rings.

### Recommendation/Instructions

Technicians should perform an inspection for the steering gear shaft dampener rings following the steps below.

1. Raise the vehicle. Refer to Lifting and Jacking the Vehicle in SI.
2. Rotate the steering wheel until the power steering gear reaches its end of travel. Repeat in both directions.

If noise is detected, replace the steering gear shaft dampener rings. Refer to Steering Gear Shaft Dampener Ring Replacement in SI. If no noise is heard, pursue with further diagnosis in SI.

### Parts Information

Part Number	Description	Qty
23214207	RING-S/GR SHF DPNR	2
11562064	BOOT CLAMP	2

### Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
7480108*	Steering Gear Shaft Dampener Ring Replacement - Both Sides	1.4 hrs

\*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.